

*In the Specification*

Please replace the paragraph on Page 9, line 7, with the following amended paragraph:

Referring now to Figure 2, one example of a directed node graph for plural contact mediums is depicted. A fisheye view 48 displays all contact nodes with edges that interconnect nodes related by a customer transition from one node to another. An expansion box 50 in fisheye view 48 shows the portion of the directed graph that is blown-up in the main display space. Data used to build the directed graph is displayed in a data area 52 so that selection of a displayed node 44 or a line in data area 52 will allow detailed information about the node. As depicted by Figure 3, once a characteristic of interest is identified in the directed graph such as an edge having a predetermined relative volume of transitions from self-help to agent-based support, detailed views of the directed graph allow analysis to alter the content associated with nodes that has negatively impacted product user interactions. For instance, an operating system repair failure that fails due to inability of an information handling system to read from a CD 54 leads to a node associated with presentation of information for entering BIOS CMOS 56. After reading this information, a number of product users successfully input needed information, such as the product key 58, to correct the boot issue while others follow a path that corrects for a loss of sound operation 60 because a node 62 on that path discusses CD failure with the operating system running. By correcting the display of information relating to entry of BIOS CMOS 56, an information handling system manufacturer is better able to direct product users to desired information and away from rabbit trails.